

Hampton CITY PAGE

Your Tax Dollars at Work

BROUGHT TO YOU BY THE CITY OF HAMPTON ON 1ST & 3RD THURSDAYS

The Cousteau Society Coming to Downtown Hampton

Here's A Reminder:
Call 311 For Quick City Info
or Assistance

Wondering where
to get a city permit?

Want to report
a pot hole?

Trying to figure out how to start a
Neighborhood Watch program?

It's easy. Just call "311." (Or, from a
cell phone or outside of Hampton,
call 727-8311).

The 311 Customer Call Center provides
Hampton citizens access to city services
and information. You can get help
with everything from reporting a
missed trash collection, to answering
questions about the city budget.

In 2001, the call center processed
more than 237,000 calls for service.
Since 2000, the average call volume
has increased from 450 calls per day
to approximately 700 calls.

After a call, citizens are invited to
participate in a survey. Approximately
93 percent of survey participants have
rated the service as "very good" or
"excellent."

Hampton's 311 Customer Call Center
recently received the 2002 Program
Excellence Award for Innovations in
Local Government Management,
from the International City/County
Management Association (ICMA).

Representatives from many cities
have visited Hampton to learn more
about its 311 Customer Call Center.
As a result, those cities are planning
to implement call centers similar to
Hampton's model.

If you need a question answered
about your city government, your
answer is just three digits away: 3-1-1.

Making Sure Your Home or Business Is Safe

Ever wonder if your home
or business is really secure?

Do you worry that you may
have overlooked something
that would make you, your
family or your property an easy
victim of crime?

The Hampton Police Division offers a
service called the "Courtesy Security
Awareness Program" to all residents
and business owners in the city.

In their continuing efforts to make
Hampton a safe place to live, the
division's officers look for unsafe
conditions while on patrol
throughout the city's business areas
and neighborhoods.

They look for open or unlocked
windows and doors, insufficient
lighting, mail and newspaper accumu-
lations, overgrown shrubbery near
entrances, and other conditions that
police have determined are invitations
to those with criminal intentions.

When a potentially dangerous
condition is discovered, the officer
completes a "Courtesy Security
Awareness" form. He notes the
security risk, and posts a copy on
the business or residence.

The Crime Prevention Unit also
receives a copy, and that unit follows
up with the resident or business owner
to discuss ways to correct the problem
— and thus "uninvite" the bad guys.

To request a security survey for your
home or business, call 727-6574.
Ask for a commercial or residential
security survey. This service is free
of charge.

Downtown
Hampton will
soon have an
exciting new
tourist and
education
attraction.

The city
has leased its
Visitor Center
building on the
downtown
waterfront to

The Cousteau Society for its U.S. corporate
headquarters. In addition to corporate offices
on the second and third floors, a first floor
attraction will be open to the public starting
on Memorial Day weekend. It will include:

- The Cousteau Society's world-renown
underwater photography in its rotating
gallery
- Models of the famous Cousteau research
vessels *Calypso* and *Alcyone*
- Past and present Cousteau exploration
diving equipment
- Artifacts from Cousteau expeditions such



Artist's conception

as a shark
cage, and a
hovercraft in
which kids
can sit and
have their
photo taken.

Visitors
also can view
continuous
play videos
of Cousteau
award-

winning films and television specials, and
bring back mementoes from the Cousteau
retail boutique featuring many Cousteau
Collectables such as books, videos, apparel,
music CDs and marine-related jewelry.

The Cousteau Society, founded by famed
explorer-environmentalist Jacques-Yves
Cousteau, is dedicated to exploring and
protecting the earth's water resources, and to
improving the quality of life for present and
future generations.

The Downtown Hampton Development
Partnership is arranging dock space on its
public piers for future visits of the *Alcyone*.

Hampton's Critical Legislative Issues

As the General Assembly begins its legislative
session this month, there are a number of critical
issues facing Hampton and other older cities.

Here is a brief recap of some of these issues,
which could ultimately impact you and your
family. Take a moment to look these over.

URBAN POLICY DEVELOPMENT — Urban
problems impact the vitality of the entire state.
That's why a comprehensive policy must be
developed.

This policy should address the specific
problems of older, urban cities.

It should also address the cities' limited
opportunities for economic development due
to being fully developed.

An urban policy statement can provide
for the physical revitalization of the
Commonwealth's oldest cities by:

- reallocating state resources and funding;
- promoting economic develop-
ment activity in urban areas;
- identifying and
resolving barriers to
redeveloping urban
growth;
- reducing the fiscal stress
suffered by most core cities.

Through his "Action Plan for Virginia" and
the designation of an Urban Coordinator in
January 2002, Governor Warner publicly
expressed his commitment to restore the
economic vitality of Virginia's most distressed
cities. Recent events however, such as the
current state budget situation, present new
problems that require everyone's attention.

In addition, with the recent re-appointment
of Maurice Jones, the Governor's Urban
Coordinator, as Commissioner of Social Services,
there is concern among fiscally stressed cities
that urban policy development will be forgotten.

Someone must be appointed to coordinate this
urban policy development. The economic health
of the entire Commonwealth is at stake.

STATE TAX RESTRUCTURING — The state
fiscal situation is serious and is the result of
fundamental weaknesses in the tax structure.
(The situation has also been worsened by the
economic downturn). As a result, the state has
not fulfilled its obligations in the areas of
education, transportation and human services.

Virginia should restructure its tax system to
distribute the tax burden more equitably
(including net new revenue for localities). This
would also help the state generate additional
funds which are needed to fulfill its obligation to
fund transportation, education and human
services. It would also put less of a burden on
local taxpayers. With local services
and initiatives being more available
at the local level, it would also help
assure a greater quality of life for
citizens.

SERVICE RESPONSIBILITY — Because of
a strained and narrowing tax base in our
older cities, local revenues cannot keep up with
the growing demand for local service responsi-
bilities. As a result, a significant burden is being
placed on localities to provide the mandated
services for jails, courts, social services, etc. It is
vital that a new balance be achieved between the
state and cities regarding service responsibilities.

Hampton supports the position that principal
funding responsibility should be assumed by
the Commonwealth for the following services:
jails, corrections, health, social services, courts,
CSA, mass transit and constitutional officers.

To view the entire list of Hampton's legislative
issues, go to www.hampton.gov/budget.

To learn more about how you can become
involved, go to www.hampton.gov and click on
"What's Hot."

**Through January 18 – PENINSULA
GLASS GUILD MEMBERS SHOW
and LISA MOSSER SOLO SHOW.**

The Peninsula Glass Guild
members come from throughout
the state to show fused glass,
stained glass, sculptures, vases and
more. Admission is free.
Tuesday-Friday, 10 a.m.-
6 p.m.; Saturday and
Sunday, 1-5 p.m. Charles
H. Taylor Arts Center.

8 CITY COUNCIL.
7:30 p.m. Council
Chambers (8th floor,
City Hall). For more information,
call 727-6392 or visit the web site
at www.hampton.gov

9 CITIZENS' UNITY COMMISSION.
6:30 p.m. Neighborhood Office
conference room (5th floor, City
Hall). Call 728-3279 for more
information.

10 VADIM GLUZMAN.
8 p.m. One of the most
thrilling and
dynamic violinists
of his generation,
Ukrainian
born Vadim
Gluzman. General
Admission \$20
and \$25. The
American Theatre.
Call 722-ARTS for
more information.

**10-11 VIRGINIA DUALS
WRESTLING
TOURNAMENT.** Starts at 9 a.m.
each day. Adult admission \$8;
students \$5. Hampton Coliseum.

**13 NEIGHBORHOOD
COMMISSION.** 6 p.m.
2315 Victoria Boulevard, Kenneth
Wallace Resource Center. For
more information, call 727-6460.

PLANNING COMMISSION.
3:30 p.m. Council Chambers
(8th floor, City Hall).

15 SCHOOL BOARD. 7:30 p.m.
Jones Magnet Middle School,
1819 Nickerson Boulevard.
For more information, visit
www.sbo.hampton.k12.va.us

Mayor Locke Elected To NLC Board of Directors

Hampton Mayor Mamie E. Locke
was elected to the Board of
Directors of the National League of
Cities (NLC) at its annual Congress
of Cities in Salt Lake City in
December. The NLC is the oldest and
largest national organization repre-
senting municipal governments throughout the United States.

Mayor Locke will serve a two-year
term on the 40-member National
League of Cities board.

The board, which elects 20 new
members each year, has the lead
role in shaping priorities and
directing activities of the NLC.

Tourism Grant To Help Promote Hampton's Heritage

African American leisure travelers,
as well as conventioners and the
national media, will have more
opportunities to learn about
Hampton and its unique heritage —
and why we are a place to visit!

Thanks to a \$20,000 grant from the
Virginia Tourism Corporation, an
existing tourism marketing program
has received a significant boost. The
program provides information about
the city's museums, Hampton
University campus heritage sites, and
historic homes and neighborhoods.

"This grant doubles our marketing
dollars and greatly extends the reach
of the program," said Sallye Grant-
DiVenuti, director of the Hampton
Convention & Visitor Bureau.

The marketing program, aimed at
African American leisure travelers,
includes a Hampton heritage site
guide, which will be distributed to
key audiences nationwide.

There will also be advertising,
media releases and special event
calendars aimed at several metro-
politan areas on the East Coast.

One key audience for this informa-
tion will be the National Coalition
of Black Meeting Planners.

Hampton Clean City Commission Celebrating 25 Years

The Hampton Clean City Commission
is celebrating 25 years of service to
Hampton citizens. Former
Commission Chair Bert Carr is leading
the 25th Anniversary Committee.

The Commission is looking for
former board members, volunteers,
employees, and advisors to provide
information about the Commission's
"olden days." This could include:

- Photos
- Written memories of activities
- Copies of meeting minutes
- Annual reports
- Other memorabilia



These artifacts will be combined
in a scrapbook and display that will
be shown at various locations
throughout the city.

The Commission is also looking for
volunteers to help with various
anniversary projects. If you would
like to help, please contact the
Hampton Clean City Commission
office at 727-6394 or
hccc@hampton.gov.

News and information in *City Page*
shows your tax dollars at work. It
combines information from city
departments into one place, saves
money and is timelier than previous
newsletters. *City Page* is brought to
you by the Public Communications
Division of the City of Hampton.

PHONE (757) 727-6893
EMAIL pubcomm@hampton.gov
ADDRESS City Hall, 22 Lincoln Street
Hampton VA 23669

January
COMMUNITY
EVENTS